COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION   CLASSIFIED

ERP SYSTEMS FUNCTIONAL ANALYST   Class No. 002442

■ CLASSIFICATION PURPOSE

To provide expert guidance to Enterprise Resource Planning (ERP) system end-users; to act as liaison between technical support services and end-users; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is a professional level class allocated to the Chief Technology Office, Agency and Group offices/departments. Under general direction of the ERP System Administrator, this class is responsible for performing administrative, security, time collection, budget/finance and workflow monitoring of the ERP systems. Employees in this class are functional experts of enterprise-wide applications, in that they are responsible for providing expert instruction, guidance and functional support to Agency/Group or department end-users.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions (apply to all options):

1.   Provides expert instruction, assistance, and support services to ERP system end-users; applies knowledge of human resources, finance, budget, payroll, time and labor or benefit processes and policies to resolve concerns or questions reported to the Help Desk.

2.   Oversees the operational needs of a county group.

3.   Notifies Help Desk of request status.

4.   Engages in problem solving to identify user error and functional system errors in a timely manner.

5.   Works with technical support to restore, correct and/or recover data.

6.   Consults with specialists regarding program modification and transaction processing.

7.   Identifies and analyzes functional problems, and designs and implements solutions or escalates to technical support when required.

8.   Acts as liaison with other public and private agencies.

9.   Provides information to County departments and/or agency representatives on departmental activities and application of technology related to computer services.

10.   Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Position Management (in addition to the common essential functions):

1.   Provides direction and training to departmental personnel regarding the budget system and position classification.

2.   Oversees, manages and maintains positions.

3.   Maintains countywide position data in the system of record.

4. Creates, maintains, and tracks positions as approved by the Board of Supervisors and classified by the Department of Human Resources.

5. Oversees position management policy implementation and business rules.

6. Identifies positions to approve.

7. Maintains accurate and up-to-date position data in the ERP system.

8. Verifies positions against budget reports.

9. Provides management and departmental finance staff with the expertise necessary to identify, evaluate, and resolve position problems.

10. Explains policy, procedures, and recommendations regarding positions.

Workflow (in addition to the common essential functions):

1. Provides user assistance regarding workflow of an ERP database application.

2. Maintains workflow lists and analyzes existing workflow configurations.

3. Works with information technology analysts to prepare programs or modifications to existing workflow programs .

4. Provides expert instruction, assistance, and support services to end-users on workflow.

5. Utilizes knowledge of ERP systems including action/reason codes or functionality, to identify processes and construct process flows.

6. Troubleshoots workflow system problems by identifying and analyzing the accuracy and speed of workflow.

7. Works with system security to ensure workflow functionality is appropriately utilized.

8. Delivers focused expertise at critical stages of system deployment.

9. Acquires and maintains up-to-date knowledge required to administer system workflow.

10. Maintains logs and records.

Budget and Finance (in addition to the common essential functions):

1. Monitors and maintains the budget and finance areas of the ERP system.

2. Provides guidance and expert support services to county ERP users.

3. Assists in the prevention of and provides solutions to technical problems.

4. Works closely with the other functional analysts to ensure that complete and accurate data is being entered into the system.

5. Ensures that end-users have optimum use of the budget/finance applications.

6. Provides diagnostic support and input into improving system reliability, availability and performance.

7. Delivers focused expertise at critical stages of system deployment.

8. Acts as a liaison between application end-users and technical support services.

Time Collection (in addition to common essential functions):

1. Provides expert time collection system oversight, instruction, assistance, and support services to end-users.

2. Maintains core set-up tables, and audits time collection records.

3. Consults with departments on time collection activities, recommends solutions and timesheet design, and assists departments with streamlining time collection processes.

4. Assists in the configuration of the time collection system to reflect organizational and negotiated changes to compensation.

5.   Delivers focused expertise at critical stages of system deployment and participates in strategic planning for negotiated and/or Board directed changes.

6.   Works with application administrators, security administrator, operational services and end-users to maintain application configuration.

7.   Facilitates development of test scenarios, scripts, and acceptance criteria for the testing of approved changes to the time collection system.

8.   Monitors and troubleshoots interface and database issues and system performance.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

−   Workflow and automated notification.
−   Security tree requirements.
−   Functionality connections and integration touch points within and between fiscal and ERP systems.
−   Business process map flow preparation and use.
−   Application integration points between time collection, payroll, projects and grants and human resource functions.
−   Multiple systems within an ERP system.
−   Pay rules, leave accruals, and accounting flex fields.
−   Cost accounting, activity/tasks, and overheads.
−   Data collection and classification procedures.
−   Reference and on-line help materials.
−   County customer service objectives and strategies.
−   Data base structure, installation, design, access, extraction, storage, security and recovery procedures and methods.
−   Data base problem identification, tracking, and vendor support.
−   Systems analysis methods.
−   Federal, state, and local laws and regulations related to confidentiality.
−   Compensation Ordinance, Civil Service Rules, San Diego County Charter, ERP system Business Rules, various bargaining unit MOA's and applicable payroll rules.

Skills and Abilities to:

−   Provide expert instruction to end-users in person or over the telephone.
−   Detect and direct application/system problems to technical support.
−   Identify how multiple components interface and how they affect each other and the system as a whole.
−   Perform technical system and application studies.
−   Prepare queries for workf low.
−   Document database environment, standards, and procedures.
−   Identify and resolve operational problems.
−   Provide training and presentations on ERP application workflow processes, functional possibilities, query preparation and other related matters.
−   Compile, organize, and interpret data.
−   Follow regulations, procedures, ordinances, and official documents.
−   Analyze information and solve position problems.
−   Understand the budget cycle, and the classification process.
−   Communicate effectively orally and in writing.
−   Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
−   Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
−   Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or making appropriate referral.
−   Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: One (1) year of full-time experience working with an ERP system application group for a public or educational employer performing the duties stated above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward movement of the neck. Frequent: sitting, standing, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: grasping, pushing, pulling and reaching above and below shoulder level. May occasionally lift and/or carry up to 50 lbs.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Note

Incumbents in this class serve as members of ERP core team.

License

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on time, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: January 1, 2002
Revised: April 4, 20002
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ERP Systems Functional Analyst (Class No. 002442)   Union Code: CEM   Variable Entry: Y